



# DEPARTMENT OF VETERANS AFFAIRS

## STRATEGIC PLAN

FY 2010-2011 THROUGH FY 2015-2016



## **LOUISIANA DEPARTMENT OF VETERANS AFFAIRS**

**VISION:** To rank in the top ten in the nation in providing the most efficient, cost effective and quality services to Louisiana veterans and their dependents through benefits, additional war veterans homes and cemeteries.

**MISSION:** The mission of the Department of Veterans Affairs is to aid all residents of the State of Louisiana who served in the military forces of the United States during any war, combat, campaign, or any special periods of service during peacetime, along with their dependents and beneficiaries, in order to obtain any and all benefits to which they may be entitled under the laws of the United States or the states thereof.

**PHILOSOPY:** The Louisiana Department of Veterans Affairs is to use informed decision making, proactive policy making, and innovative actions in dealing with issues related to the continued services to Louisiana veterans and their dependents.

### **GOALS:**

- I. The Department of Veterans Affairs will assure the continued quality services to Louisiana veterans and their dependents.
- II. The Department of Veterans Affairs will continue to provide the most efficient, cost effective services by maximizing federal and self-generated funding.
- III. The Department of Veterans Affairs will continue to plan construction of war veteran's homes and state cemeteries to effectively serve the veteran population of the State.

## **ADMINISTRATIVE PROGRAM**

**MISSION:** The mission of the Administrative Program is to aid all residents of the State of Louisiana who served in the military forces of the United States during any war, combat, campaign, or any special periods of service during peacetime, along with their dependents and beneficiaries, in order to obtain any and all benefits to which they may be entitled under the laws of the United States or the states thereof.

### **GOALS:**

- I. The Administrative Program will provide the service programs of the Department with continued educational training necessary to carry out the efficient operation of their offices.
- II. The Administrative Program will continue to implement the Customer Service Program to deliver effective, efficient and responsive customer service.
- III. The Administrative Program will continue to facilitate the proposed planning and construction of war veteran's homes and state cemeteries.

**OBJECTIVE I.1:** Identify available continuing educational programs offered by the State and other beneficial specialized training programs to better serve the veterans of the State of Louisiana.

**STRATEGY I.1.1** Provide continuing education by assembling, analyzing, distributing and publicizing current information pertaining to laws, rules, regulations and procedures relating to veterans benefits.

**STRATEGY I.1.2** Require employees to attend Comprehensive Public Training Programs, seminars and continuing education programs, providing related funding for training when appropriate.

### **PERFORMANCE INDICATORS:**

Input:	Number of employees attending training
Output:	Properly trained workforce to provide assistance and support to all departmental programs
Outcome:	Enhanced service to customers and support agencies as a result of highly trained workforce
Efficiency:	Maximized service and benefits
Quality:	Properly trained Administrative employees provide departmental programs with the support they need to provide professional service and quality care to the veterans and their dependents residing in this State

**OBJECTIVE II.1:** To achieve higher levels of citizen satisfaction by delivering quality, timely and responsive services.

**STRATEGY II.1.1** Continue to implement and track the statewide employee Customer Service Program that identifies customer expectations and assists department employees with the goal of maximizing customer service.

**STRATEGY II.1.2** Require employees to attend customer service training programs, seminars and continuing education programs, providing related funding for training when appropriate.

**PERFORMANCE INDICATORS:**

Input:	Number of questionnaires received
Output:	Number of questionnaires mailed
Outcome:	Properly trained workforce to provide customer satisfaction, quality, responsive service
Efficiency:	Percentage of claimants that responded to the customer service questionnaire
Quality:	Percentage of customers who rated our services satisfactory

**OBJECTIVE III.1:** To provide the services needed for the population of veterans in the State of Louisiana.

**STRATEGY III.1.1** Submit State Capitol Outlay funding requests to obtain federal matching funds.

**STRATEGY III.1.2** Gain regional support (Legislators, Community Leaders and Service Organizations).

**PERFORMANCE INDICATORS:**

Input:	Obtain State and federal matching funds for future war veterans homes
Output:	Facilities will maximize federal and self-generated funds
Outcome:	Increase in facilities for growing population of Louisiana veterans in need of these services
Efficiency:	Increased services to the veterans of the State of Louisiana
Quality:	Louisiana's rank among states in number of war veteran's homes and cemeteries per population of veterans

## APPENDIX

### 1. Principal Customers:

The principle customers served by the Louisiana Department of Veterans Affairs Administrative Program are the veterans and their dependents residing in the state, and the programs that fall under the Administrative Programs jurisdiction.

### 2. Principal Beneficiary:

The principal beneficiaries of services provided by the Administrative Program are Louisiana veterans and their dependents that are serviced by programs that fall under the jurisdiction of the Department.

### 3. External Factors:

The achievement of stated goals and objectives is partially dependent upon the provision of adequate funding from State General Funds.

### 4. Statutory Authorization:

Act 98 ss.3 of 1944 Legislature  
Act 164 ss.1 of 1946 Legislature  
Section 62 of 1948 Legislature

### 5. Development:

The Louisiana Department of Veterans Affairs Administrative Program has utilized the Strategic Planning process to identify needs and establish organizational priorities and goals. This process involved employees at various organizational levels, as well as the customers served.

### 6. Objective Beneficiaries:

Objective I.1:	Employees and customers
Objective II.1:	Customers
Objective III.1:	Customers

## PERFORMANCE INDICATOR MATRIX

**Program:**

Administrative

**Date:**

June 14, 2010

**GOAL:**

Continuing Education Programs

	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective 1:  Develop in-service and utilize existing training programs.	Promote employee participation.	Properly trained workforce.	Enhanced customer service.	Maximized service and benefits.	Professional service and quality health care.
Objective 2:					
Objective 3:					

## PERFORMANCE INDICATOR MATRIX

**Program:**

Administrative

**Date:**

June 14, 2010

**GOAL:**

Enhance Customer Service

	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective 1:  Achieve higher level of citizen satisfaction.	Questionnaires and surveys received.	Questionnaires mailed out.	Customer service and satisfaction.	Percentage of satisfied customers.	Quality service.
Objective 2:					
Objective 3:					

## PERFORMANCE INDICATOR MATRIX

**Program:**

Administrative

**Date:**

June 14, 2010

**GOAL:**

Increase In Facilities for Veterans Population Growth

	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective 1:  Provide services needed for population of Louisiana veterans.	Obtain State and federal matching funds.	Maximized federal and self-generated funds.	Maximized services to veterans of Louisiana.	Increased services to Louisiana veterans.	Increase in war veteran's homes and cemeteries per population of veterans.
Objective 2:					
Objective 3:					



## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Administrative

**Objective:** Through management activities, to ensure that all of the operational objectives of the Department of Veterans Affairs are achieved

**Indicator:** Percentage of department operational objectives achieved

1. Indicator Type: Input  
Level Reported: Key performance information
2. Rationale: Analyze programs to ensure that objectives and activities are achieved
3. Source of Indicator: Departmental reports
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Not applicable
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Robert Hayes, Deputy Undersecretary (225) 922-0500
9. Limitations or Weaknesses: None

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Administrative

**Objective:** Continuing Education Programs

**Indicator:** Number of Employees Participating

1. Indicator Type: Input  
Level Reported: General performance information
2. Rationale: Identify the total number of employees participating in in-service and specialized training through CPTP and other programs for internal management purposes
3. Source of Indicator: Human Resource Division/Administration internal log
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Total employees divided by number completing training
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Debbie Smith, Human Resource Director, (225) 922-0504
9. Limitations or Weaknesses of Indicator: None

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Administrative

**Objective:** Customer Service Program

**Indicator:** Number of Questionnaires Received

1. Indicator Type: Input  
Level Reported: General performance information
2. Rationale: Measures the percentage of satisfactory service provided by agency users
3. Source of Indicator: Administrative Program/Customer Service Representative Database
4. Frequency/Timing of Collection: On-going  
Reporting: Quarterly Reports, annual updates
5. Calculation Methodology: Total questionnaires received, divided by the number of satisfactory responses
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Diane Cole, Customer Service Representative, (225) 922-0500
9. Limitations or Weaknesses of Indicator: None

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Administrative

**Objective:** Planning and Construction of War Veterans Homes and State Cemeteries

**Indicator:** Number of War Veterans Homes and State Cemeteries per Veteran Population

1. Indicator Type: Input  
Level Reported: General performance information
2. Rationale: Increase in facilities for population of veterans in State of Louisiana
3. Source of Indicator: Administrative Program/Fiscal Office
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Total veterans homes and cemeteries
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Robert Hayes, Deputy Undersecretary, (225) 922-0500
9. Limitations or Weaknesses: None

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** Administrative

**DATE:** June 14, 2010

**I GOAL:** Continuing Education Programs

**I.1 OBJECTIVE:** Identify available programs offered by the State and other beneficial training programs.

**I.1.1 STRATEGY:** Promote employee participation in various job related enhanced educational programs.

Action Plan Steps	Status	Comments
1. Require employees to attend CPTP training programs, seminars and continuing education programs when appropriate.	AOS	
2.		
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule   AOS – Ahead of Schedule   DL – Delayed   CA – Cancelled   PS – In the Planning Stages

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** Administrative

**DATE:** June 14, 2010

**I GOAL:** Enhance Customer Service

**I.1 OBJECTIVE:** To achieve higher levels of customer satisfaction.

**I.1.1 STRATEGY:** Continue to implement the Customer Service Program.

Action Plan Steps	Status	Comments
1. Require employees to attend customer service training programs, seminars and training.	OS	
2. Continue Customer Service Survey.	OS	
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule AOS – Ahead of Schedule DL – Delayed CA – Cancelled PS – In the Planning Stages

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** Administrative

**DATE:** June 14, 2010

**I GOAL:** Planning and Construction of War Veterans Homes and State Cemeteries

**I.1 OBJECTIVE:** Provide services needed for the population of veterans in the State of Louisiana.

**I.1.1 STRATEGY:** Obtain state and federal matching funds.

Action Plan Steps	Status	Comments
1. Submit State Capitol Outlay funding requests.	OS	HB 2 – 2010/2011
2. Gain regional support (Legislators, Community leaders and Service Organizations.	OS	
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule   AOS – Ahead of Schedule   DL – Delayed   CA – Cancelled   PS – In the Planning Stages

# STRATEGY ANALYSIS CHECKLIST

Goal I

## \_\_\_\_\_ **Analysis**

- \_\_\_\_\_ Cost/benefit analysis conducted
- \_\_\_T\_\_\_ Other analysis used
- \_\_\_\_\_ Impact on other strategies considered

## \_\_\_\_\_ **Authorization**

- \_\_\_T\_\_\_ Authorization exists
- \_\_\_\_\_ Authorization needed

## \_\_\_\_\_ **Organization Capacity**

- \_\_\_\_\_ Needed structural or procedural changes identified
- \_\_\_T\_\_\_ Resource needs identified

## \_\_\_\_\_ **Time Frame**

- \_\_\_T\_\_\_ Already ongoing
- \_\_\_\_\_ New, startup date estimated
- \_\_\_\_\_ Lifetime of strategy identified

## \_\_\_\_\_ **Fiscal Impact**

- \_\_\_\_\_ Impact on operating budget
- \_\_\_\_\_ Impact on operating budget
- \_\_\_T\_\_\_ Means of finance identified



# STRATEGY ANALYSIS CHECKLIST

## Goal II

### \_\_\_\_\_ **Analysis**

\_\_\_\_\_ Cost/benefit analysis conducted

\_\_\_T\_\_\_ Other analysis used

\_\_\_\_\_ Impact on other strategies considered

### \_\_\_\_\_ **Authorization**

\_\_\_T\_\_\_ Authorization exists

\_\_\_\_\_ Authorization needed

### \_\_\_\_\_ **Organization Capacity**

\_\_\_\_\_ Needed structural or procedural changes identified

\_\_\_T\_\_\_ Resource needs identified

### \_\_\_\_\_ **Time Frame**

\_\_\_T\_\_\_ Already ongoing

\_\_\_\_\_ New, startup date estimated

\_\_\_\_\_ Lifetime of strategy identified

### \_\_\_\_\_ **Fiscal Impact**

\_\_\_\_\_ Impact on operating budget

\_\_\_\_\_ Impact on operating budget

\_\_\_T\_\_\_ Means of finance identified

# STRATEGY ANALYSIS CHECKLIST

## Goal III

### \_\_\_\_\_ **Analysis**

\_\_\_\_\_ Cost/benefit analysis conducted

\_\_\_T\_\_\_ Other analysis used

\_\_\_\_\_ Impact on other strategies considered

### \_\_\_\_\_ **Authorization**

\_\_\_T\_\_\_ Authorization exists

\_\_\_\_\_ Authorization needed

### \_\_\_\_\_ **Organization Capacity**

\_\_\_\_\_ Needed structural or procedural changes identified

\_\_\_T\_\_\_ Resource needs identified

### \_\_\_\_\_ **Time Frame**

\_\_\_T\_\_\_ Already ongoing

\_\_\_\_\_ New, startup date estimated

\_\_\_\_\_ Lifetime of strategy identified

### \_\_\_\_\_ **Fiscal Impact**

\_\_\_\_\_ Impact on operating budget

\_\_\_\_\_ Impact on operating budget

\_\_\_T\_\_\_ Means of finance identified

## **CLAIMS PROGRAM**

**MISSION:** The mission of the Claims Program is to aid all residents of the State of Louisiana who served in the military forces of the United States during any war, combat, campaign, or any special periods of service during peacetime, along with their dependents and beneficiaries, in order to obtain any and all benefits to which they may be entitled under the laws of the United States or the states thereof.

### **GOALS:**

- I. The Claims Program will assure the continued quality services to Louisiana Veterans and their dependents.

**OBJECTIVE I.1:** To reach and maintain a 70% approval ratio and to process a minimum of 43,000 claims per year.

**STRATEGY I.1.1** Promote participation in various job related enhanced educational programs.

**STRATEGY I.1.2** Maintain the necessary hardware and software programs to allow program access to the information highways, connecting to a nationwide integrated computer network with e-mail capability.

**STRATEGY I.1.3** Maintain minimum staffing and continue to accomplish its mission.

### **PERFORMANCE INDICATORS:**

Input: Percentage of claims approved

Output: Number of claims processed

Outcome: Enhanced services provided to veterans and their dependents

Efficiency: Maximized service and benefits

Quality: Maintain minimum cost per claim processed

## APPENDIX

### 1. Principal Customers:

The principle customers served by the Louisiana Department of Veterans Affairs Claims Program are the veterans and their dependents residing in the State.

### 2. Principal Beneficiary:

The principal beneficiaries of services provided by the Claims Program are Louisiana veterans and their dependents.

### 3. External Factors:

The achievement of stated goals and objectives is partially dependent upon the provision of adequate funding from State General Funds.

### 4. Statutory Authorization:

Act 98 ss.3 of 1944 Legislature  
Act 164 ss.1 of 1946 Legislature  
Section 62 of 1948 Legislature

### 5. Development:

The Louisiana Department of Veterans Affairs Claims Program has utilized the Strategic Planning process to identify needs and establish organizational priorities and goals. This process involved employees at various organizational levels, as well as the customers served.

### 6. Objective Beneficiaries:

Objective I.1: Veterans and other eligible persons

## PERFORMANCE INDICATOR MATRIX

**Program:**

Claims

**Date:**

June 14, 2010

**GOAL:**

Continued Quality Services

	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective 1:  Maintain 70% approval ratio and to process a minimum of 43,000 claims per year.	Percentage of claims approved.	Number of claims processed.	Enhanced customer service.	Maximized service and benefits.	Maintain minimum cost per claim processed.
Objective 2:					
Objective 3:					

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Claims

**Objective:** Maintain a 70% approval ratio and to process a minimum of 43,000 claims per year

**Indicator:** Percentage of claims approved

1. Indicator Type: Input  
Level Reported: Key performance information
2. Rationale: Identify the total number of claims processed and approved
3. Source of Indicator: Claims activity report
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Total claims approved divided by total claims processed
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Elmo Peters, Claims Office Regional Manager, (504) 619-4345.
9. Limitations or Weaknesses of Indicator: None

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** Claims

**DATE:** June 14, 2010

**I GOAL:** Continued Quality Service

**I.1 OBJECTIVE:** To reach and maintain a 70% approval ratio and to process a minimum of 43,000 claims per year

**I.1.1 STRATEGY:** Percentage of claims approved

Action Plan Steps	Status	Comments
1. Maintain number of claims processed and approved.	AOS	
2.		
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule AOS – Ahead of Schedule DL – Delayed CA – Cancelled PS – In the Planning Stages





# STRATEGY ANALYSIS CHECKLIST

Goal I

## \_\_\_\_\_ **Analysis**

\_\_\_\_\_ Cost/benefit analysis conducted

\_\_\_T\_\_\_ Other analysis used

\_\_\_\_\_ Impact on other strategies considered

## \_\_\_\_\_ **Authorization**

\_\_\_T\_\_\_ Authorization exists

\_\_\_\_\_ Authorization needed

## \_\_\_\_\_ **Organization Capacity**

\_\_\_\_\_ Needed structural or procedural changes identified

\_\_\_T\_\_\_ Resource needs identified

## \_\_\_\_\_ **Time Frame**

\_\_\_T\_\_\_ Already ongoing

\_\_\_\_\_ New, startup date estimated

\_\_\_\_\_ Lifetime of strategy identified

## \_\_\_\_\_ **Fiscal Impact**

\_\_\_\_\_ Impact on operating budget

\_\_\_\_\_ Impact on operating budget

\_\_\_T\_\_\_ Means of finance identified

## **CONTACT ASSISTANCE PROGRAM**

**MISSION:** The mission of the Contact Assistance Program is to aid all residents of the State of Louisiana who served in the military forces of the United States during any war, combat, campaign, or any special periods of service during peacetime, along with their dependents and beneficiaries, in order to obtain any and all benefits to which they may be entitled under the laws of the United States or the states thereof.

### **GOALS:**

- I. The Contact Assistance Program will assure the continued quality services to Louisiana Veterans and their dependents.

**OBJECTIVE I.1:** To process 135,000 claims and locate approximately 210,000 veterans or dependents to determine their eligibility for veteran's benefits.

**STRATEGY I.1.1** Promote participation in various job related enhanced educational programs.

**STRATEGY I.1.2** Maintain the necessary hardware and software programs to allow program access to the information highways, connecting to a nationwide integrated computer network with e-mail capability.

**STRATEGY I.1.3** Maintain minimum staffing and continue to accomplish its mission.

### **PERFORMANCE INDICATORS:**

Input: Total number of claims processed

Output: Number of contacts made

Outcome: Enhanced services provided to veterans and their dependents

Efficiency: Maximized service and benefits

Quality: Maintain minimum cost per veteran assisted

## APPENDIX

### 1. Principal Customers:

The principle customers served by the Louisiana Department of Veterans Affairs Contact Assistance Program are the veterans and their dependents residing in the State.

### 2. Principal Beneficiary:

The principal beneficiaries of services provided by the Contact Assistance Program are Louisiana veterans and their dependents.

### 3. External Factors:

The achievement of stated goals and objectives is partially dependent upon the provision of adequate funding from State General Funds and Self-Generated Funds.

### 4. Statutory Authorization:

Act 98 ss.3 of 1944 Legislature  
Act 164 ss.1 of 1946 Legislature  
Section 62 of 1948 Legislature

### 5. Development:

The Louisiana Department of Veterans Affairs Contact Assistance Program has utilized the Strategic Planning process to identify needs and establish organizational priorities and goals. This process involved employees at various organizational levels, as well as the customers served.

### 6. Objective Beneficiaries:

Objective I.1: Veterans and other eligible persons

## PERFORMANCE INDICATOR MATRIX

**Program:**

Contact Assistance

**Date:**

June 14, 2010

**GOAL:**

Continued Quality Service

	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective 1: Processes claims and locate veterans or dependents to determine their eligibility for veteran's benefits.	Total number of claims processed.	Number of contacts made.	Enhanced customer service.	Maximized service and benefits.	Maintain minimum cost per veteran assisted.
Objective 2:					
Objective 3:					

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Contact Assistance

**Objective:** Process 135,000 claims and locates approximately 210,000 veterans or dependents to determine their eligibility for veteran's benefits.

**Indicator:** Total number of claims processed

1. Indicator Type: Input  
Level Reported: Key performance information
2. Rationale: Identify the total number of claims processed
3. Source of Indicator: Contact Assistance activity report
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Total number of claims processed divided by number of contacts made
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: Richard Blackwell, Deputy Assistant Secretary I, (225) 922-0500.
9. Limitations or Weaknesses of Indicator: None

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** Contact Assistance

**DATE:** June 14, 2010

**I GOAL:** Continued Quality Service

**I.1 OBJECTIVE:** To process 84,409 claims and locate approximately 180,661 veterans or dependents to determine their eligibility for veterans benefits

**I.1.1 STRATEGY:** Percentage of claims processed

Action Plan Steps	Status	Comments
1. Maintain number of claims processed and contacts made.	AOS	
2.		
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule AOS – Ahead of Schedule DL – Delayed CA – Cancelled PS – In the Planning Stages

# STRATEGY ANALYSIS CHECKLIST

Goal I

## \_\_\_\_\_ **Analysis**

- \_\_\_\_\_ Cost/benefit analysis conducted
- \_\_\_T\_\_\_ Other analysis used
- \_\_\_\_\_ Impact on other strategies considered

## \_\_\_\_\_ **Authorization**

- \_\_\_T\_\_\_ Authorization exists
- \_\_\_\_\_ Authorization needed

## \_\_\_\_\_ **Organization Capacity**

- \_\_\_\_\_ Needed structural or procedural changes identified
- \_\_\_T\_\_\_ Resource needs identified

## \_\_\_\_\_ **Time Frame**

- \_\_\_T\_\_\_ Already ongoing
- \_\_\_\_\_ New, startup date estimated
- \_\_\_\_\_ Lifetime of strategy identified

## \_\_\_\_\_ **Fiscal Impact**

- \_\_\_\_\_ Impact on operating budget
- \_\_\_\_\_ Impact on operating budget
- \_\_\_T\_\_\_ Means of finance identified

## **STATE APPROVAL AGENCY/VETERANS EDUCATION TRAINING**

**MISSION:** The mission of the State Approval Agency/Veterans Education Training is to conduct inspection/approval, supervision and provide technical assistance to those programs of education pursued by veterans and other eligible persons receiving educational benefits under Title 38, U. S. Code and Title 10, U.S. Code Chapter 1606.

### **GOALS:**

- I. Ensure programs of education and job training are available and approved for veterans and other eligible persons.

**OBJECTIVE I.1:** Achieve 100% compliance with federal U.S. Department of Veterans Affairs performance contract.

**STRATEGY I.1.1** Perform school approvals of programs of education so that veterans and other eligible persons may receive a professional or vocational objective.

**STRATEGY I.1.2** Make supervisory visits to all active programs of education to ensure that approved institutions are maintaining the approval criteria.

**STRATEGY I.1.3** Provide technical assistance support

### **PERFORMANCE INDICATORS:**

- |             |  |
|-------------|--|
| Input:      | Number of program approvals, supervisory visits, and technical assistance support provided     |
| Output:     | Education and job training benefits made available to veterans and other eligible persons.     |
| Outcome:    | Enhanced service to customers as a result of available and approved educational institutions.  |
| Efficiency: | Maximized service and benefits   |
| Quality:    | Participation of veterans and other eligible persons in educational and job training programs. |



## APPENDIX

### 1. Principal Customers:

The principle customers served by the State Approval Agency/Veterans Education Training are the veterans and other eligible persons residing in the State.

### 2. Principal Beneficiary:

The principal beneficiaries of services provided by the State Approval Agency/Veterans Education Training are Louisiana veterans and other eligible persons.

### 3. External Factors:

The achievement of stated goals and objectives is partially dependent upon the provision of adequate federal funding.

### 4. Statutory Authorization:

Act 98 ss.3 of 1944 Legislature  
Act 164 ss.1 of 1946 Legislature  
Section 62 of 1948 Legislature  
CFR 21:4150

### 5. Development:

The Louisiana Department of Veterans Affairs State Approval Agency/Veterans Education Training has utilized the Strategic Planning process to identify needs and establish organizational priorities and goals. This process involved employees at various organizational levels, as well as the customers served.

### 6. Objective Beneficiaries:

Objective I.1: Veterans and other eligible persons

## PERFORMANCE INDICATOR MATRIX

<b>Program:</b> State Approval Agency/Veterans Education Training				<b>Date:</b> June 14, 2010	
<b>GOAL:</b> Education and Job Training Availability and Approval					
	<b>INPUT</b>	<b>OUTPUT</b>	<b>OUTCOME</b>	<b>EFFICIENCY</b>	<b>QUALITY</b>
Objective 1:  Achieve compliance with U.S. Dept. of Veterans Affairs performance contract.	Program approval, inspections and technical assistance.	Contract requirements achieved.	Educational benefits for veterans.	Maximized service and benefits.	Schools maintain and meet requirements of Title 38 USC while providing training.
Objective 2:					
Objective 3:					

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** State Approval Agency/Veterans Education Training

**Objective:** Achieve 100% compliance with U.S. Dept. of Veterans Affairs Performance Contract

**Indicator:** Percentage of contract requirements achieved

1. Indicator Type: Input  
Level Reported: General performance information
2. Rationale: Identify the total number of educational program approvals, visits, and assistance.
3. Source of Indicator: VA Deputy Director/Administration internal log.
4. Frequency/Timing of Collection: On-going  
Reporting: Not Applicable
5. Calculation Methodology: Total educational programs divided by number approved.
6. Definitions of Unclear Terms: Not applicable
7. Indicator Aggregate or Disaggregate Figure: Not applicable
8. Responsible for Data Collection, Analysis, and Quality: William Dixon, Educational Program Consultant 5-A, (225) 922-0500.
9. Limitations or Weaknesses of Indicator: None

## FORMAT FOR TRACKING ACTION PLANS

**PROGRAM:** State Approval Agency/Veterans Education Training

**DATE:** June 14, 2010

**I GOAL:** Education and Job Training Availability and Approval

**I.1 OBJECTIVE:** Achieve 100% compliance with U.S. Dept. of Veterans Affairs performance contract.

**I.1.1 STRATEGY:** Program approvals, inspections and technical assistance.

Action Plan Steps	Status	Comments
1. Ensure schools maintain and meet requirements of Title 38 U.S.C. while providing training for veterans and other eligible persons.	OS	
2.		
3.		
4.		
5.		

**STATUS CODES:** OS – On Schedule AOS – Ahead of Schedule DL – Delayed CA – Cancelled PS – In the Planning Stages

# STRATEGY ANALYSIS CHECKLIST

Goal I

## \_\_\_\_\_ **Analysis**

- \_\_\_\_\_ Cost/benefit analysis conducted
- \_\_\_T\_\_\_ Other analysis used
- \_\_\_\_\_ Impact on other strategies considered

## \_\_\_\_\_ **Authorization**

- \_\_\_T\_\_\_ Authorization exists
- \_\_\_\_\_ Authorization needed

## \_\_\_\_\_ **Organization Capacity**

- \_\_\_\_\_ Needed structural or procedural changes identified
- \_\_\_T\_\_\_ Resource needs identified

## \_\_\_\_\_ **Time Frame**

- \_\_\_T\_\_\_ Already ongoing
- \_\_\_\_\_ New, startup date estimated
- \_\_\_\_\_ Lifetime of strategy identified

## \_\_\_\_\_ **Fiscal Impact**

- \_\_\_\_\_ Impact on operating budget
- \_\_\_\_\_ Impact on operating budget
- \_\_\_T\_\_\_ Means of finance identified